HMO Blue Texas

Corpus Christi/Rio Grande/San Antonio Survey (CAHPSTM3.0H) Results

Response Rate 41%

State AveragesCompiled from the 32 HMO companies surveyed
Survey (CAHPSTM3.0H) Results **Response Rate 32%**

Percentage who rated 6 or lower	Percentage who 7 or 8	rated	Percentage who rated 9 or 10	State Averages	
The bar graph is on a scale from $0 = worst$ and $10 = best$.	On their health plan	8% 41%	41%	20% 38%	42%
	On their health care 13	34%	52%	12 34%	54%
	On their specialist 10	33%	56%	12 29%	59%
C	On their doctor or nurse	5% 34%	51%	12 34%	54%
Percentage who said the sometimes or never	y Percentage who said usually	I they Pe	rcentage who said they always	State Av	verages
Got	care without long waits	27% 29%	44%	24% 30%	46%
Had doc	tors communicate well 10	30%	60%	9 29%	62%
lad courteous, respectf	ul, & helpful office staff	30%	61%	8 26%	66%
lad their plan handle cla	ims quickly & correctly 5	35%	60%	10 33%	57%
Percentage who said they BIG problems	Percentage who said the SMALL problems	ncy nau	entage who said they had NO problems	State Av	verages
	Getting needed care 6	17%	77%	714%	79%
		22%	71%	8 20%	72%